

Bingo Workers Guidelines

2017-2018

The Bingo times are Afternoon Bingo 10:30 am to 3:30 pm Evening Bingo 4:30 pm to 9:30 pm

For those of you who are new to Bingos, the bingo hall needs all the volunteers to show up promptly, that is 10:30 am if we are doing an afternoon bingo and 4:30 pm if we are doing an evening bingo. We are required to have a minimum of 10 volunteers per bingo. If we do not have the required amount of volunteers at 10:30 am or 4:30pm they will begin to look for another group of volunteers. If we are short any workers (even if we are short 1 or 2) they will call in another group to help us which in turn we will only make ½ the money.

Each volunteer will be assigned a position to work by the bingo coordinator (Brigitte Bouchard). If you are assigned to sell cards on the floor, remember to wear good walking shoes. Each card will be sold for a dollar. If you are assigned to work in the cash cage, you will be trained by a Bingo Hall employee. Positions will be rotated each bingo you volunteer at, so everyone is able to work any position that is required. You must come to the bingo hall prepared, ready and willing to work any position assigned to you. It is everyone's responsibility to help with training new members.

Once a volunteer has signed up for a Bingo on the Royals website, a confirmation email will be automatically sent to the volunteer. It is **IMPERATIVE** that each volunteer confirms their attendance via the bingo@reddeerroyals.com email. The volunteer will receive two (2) emails prior to the bingo they have volunteered for. Minimum one email **MUST** be replied to with a confirmation as to the volunteers attendance. If the bingo co-ordinator does not receive a confirmation email, the volunteer will be removed from the Sign-up or Wait list. Volunteers are moved up from the waitlist according to number of bingos worked and who has confirmed their attendance. This applies to both the Sign-up and Wait list.

A few housekeeping rules we have to follow:

- No hats are to be worn in the bingo hall.
- No cell phones on the floor. If you need your cell phone on you please make sure it is turned to vibrate and please do not answer it on the floor. You may leave the floor and go to the volunteer area to answer it. Please make all calls brief.
- Use the smile method when selling cards. The more you sell, the more our club makes.
- If players have questions that you can't answer, ask the Chairperson or one of the paid staff if they can answer them.
- You must be 18 years of age
- No vulgar language allowed

- All personal belongings must be locked in a locker provided by the bingo hall.
- Provide your own lock for lockers

Each volunteer will get a 15 minute supper break. Please respect this time allotment. The bingo Chairperson along with the bingo Advisor will let you know when to take your break. If you are not sure or have special needs that require attention, please let the bingo chairperson know before or when you arrive to work the bingo (an example of special needs is being a diabetic and having to eat at a certain time). It is requested that you order your meal at the concession or you can bring your own lunch/dinner with you. There is now a microwave in the volunteer area for you to heat up your food. If you are ordering from the concession you must order your food then remain on the floor selling your cards until your meal is ready.

For the individuals that are assigned to working the back, you can go when you are not busy or if you are not sure just check with the advisor when a good time to go. If you let the concession workers know that you are working in the back, they will bring it to you if they are not busy, otherwise you have to pick it up. You will also continue to work while you eat. You cannot leave the bingo hall to get your meal.

Once the final game is played, all volunteers are expected to help clean up the hall. It does not take much time if everyone pitches in. Clean up includes the following:

- Clearing tables of garbage – empty cups, pull tabs, game cards, etc.
 - If a cup is not empty, the bingo hall has asked us to empty the cups at the sink by the concession before throwing them out.
- Bottles – put in the recycling can
- Pushing all the chairs in
- Wiping the digis (these are the computer game boards)
 - Cloths and spray are available in the back where the money is handled.
 - Please do not spray the digi screens, spray the cloth and then wipe them, you only need to wipe the digis that have been played on.
 - These will have a large card attached to the top of them. Please do not remove these cards until the digi has been wiped. If you remove them early, you will have to clean all of them. This creates more work for you.
 - Gather the cards after they have been cleaned.
 - Hand all the cards, spray and clothes back into the cash cage.
- Turn all TV's off in the evenings only. The remotes are available at the lottery booth.

If you have any questions, please do not hesitate to contact Brigitte Bouchard at bingo@reddeerroyals.com or by cell 403-392-6867.

Remember, you will be doing a lot of walking on a concrete floor, so wear comfortable shoes.